



Office of Management Services Customer-Centric Report FY 07

Mission Statement: To improve the quality of life for all Tennesseans by making government work better.

Overview

The Office of Management Services (OMS) provides administrative and support services to the divisions of the Comptroller's Office in areas of accounting, budgeting, human resources, information technology, and printing. The office assists the Comptroller in policy and contract matters and provides staff support to boards and commissions, such as the Emergency Communications Board, State Building Commission, Board of Standards, Metro District Energy System, Publications Committee, and Information Systems Council. The office coordinates recruitment of professional staff, develops the Affirmative Action Plan, and prepares the Information Systems Three-Year Plan for the Comptroller's Office.

Purpose

Our purpose is to serve the people of Tennessee by:

- Providing continuous improvement of financial, administrative, and technical support and services to our customers;
- Fulfilling assigned operational and oversight responsibilities with the highest possible degree of excellence, efficiency, and effectiveness;
- Contributing to the protection of the public's trust and promoting the public's interest; and
- Enhancing effective public-policy decisions at all levels of government.

What's Featured

Overview, Purpose, Core Values, and Demographics

OMS Performance

OMS Budget

Future Challenges



Core Values

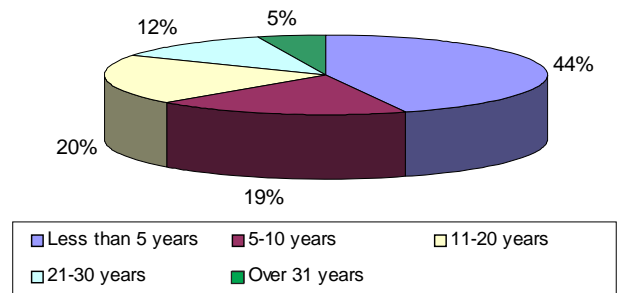
Customer Oriented
Innovation and Vision
Integrity and Fairness
Reliability
Timeliness

Communication
Creativity
Work Ethic
Accuracy
Accountability

OMS Employee Demographics

OMS has 64 employees who serve 584 Comptroller employees statewide. These OMS employees have earned a wide range of degrees and certifications and are members of numerous professional organizations. With the combined years of service, degrees, and certifications, OMS employees are valued for their knowledge and experience.

Years of State Service



Designations

Degrees

Bachelor's Degree	23
Master's Degree	5
Associate's Degree	2
Law Degree	1
Total	31

Certifications

Certified Government Financial Manager (CGFM)	6
Certified Professional Secretary (CPS)	5
Certified Public Accountant (CPA)	3
Certified Fraud Examiner (CFE)	1
Certified Information Systems Auditor (CISA)	1
Certified Software Quality Engineer (CSQE)	1
Total	17

OMS Performance FY 07

OMS Statistics for FY 07

Fiscal Services

Travel claims transactions	8,565
Purchase order requests	919
Vendor invoices paid	2,762
Revenue transactions	1,421

Human Resources

Employees paid monthly	584
Employees hired	72
Employee orientation classes	13

Administration & Contract Review

Savings resulted from negotiations	\$21 million
Contracts reviewed	4,192

Information Technology

Applications supported	29
Completed IT projects	10
Help desk calls resolved	935
Web updates	179
Data processing jobs	2,541

Capitol Print Shop

Print jobs processed	1,495
Mail items processed	240,473
Impressions printed	18 million

Accomplishments

In FY 07, OMS not only provided excellent daily customer service but also had notable accomplishments in the information technology (IT) and printing areas. In IT, several new applications were developed for OMS customers. These new applications track county and municipal audits, improve the fiscal invoice process, enable electronic imaging and management of documents, and track annual filings of industrial, health, and education boards. Two existing applications that provide internet access to audits and reports and provide tax collecting officials the ability to enter and renew tax relief applications via the internet were enhanced. In addition, upgrades were made to improve the network infrastructure and office productivity software.

In the printing area, several upgrades were made. A new phone system was installed to improve communications with customers, and a new digital mailing system was installed to comply with new U.S. Postal Service regulations and standards. In addition, a high speed, high-quality color copier was purchased to improve color printing capabilities.

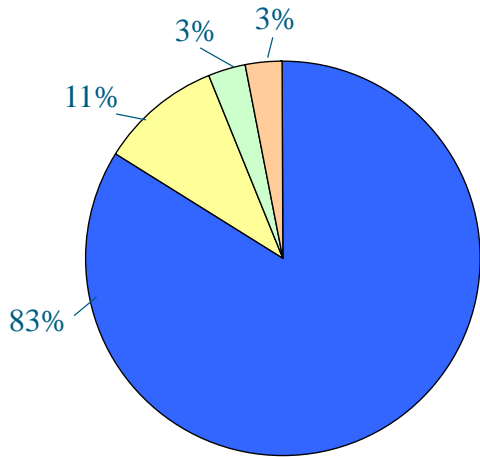


FY 07 Performance Measure Highlights

	Goal	Actual
Contracts reviewed within an average, three-day turnaround	95.0%	100.0%
Print jobs completed that met customer requests	95.0%	100.0%
Network availability provided during production hours	98.0%	99.9%
Payroll completed accurately and timely	99.0%	99.8%
Disbursements, travel claims, and purchases processed accurately and timely	97.0%	96.7%

OMS Budget FY 07

Sources of Funds FY 07

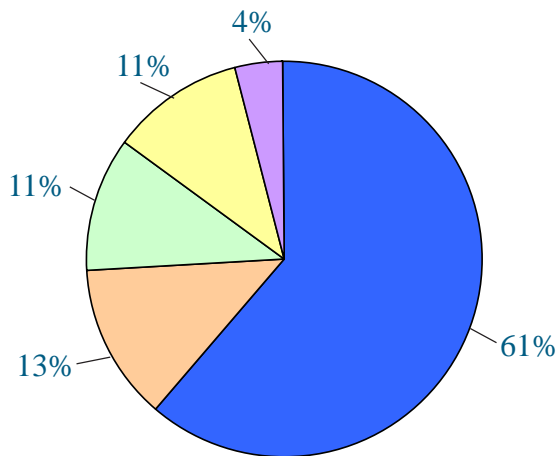


FY 07 Sources of Funds (thousands)

	FY 06	FY 07
State Appropriations*	\$5,524.4	\$5,742.6
Interdepartmental Revenue	772.7	749.1
Operating Transfers	200.0	200.0
County Revenue	261.1	203.2
City Revenue	.6	45.5
Current Services	1.3	1.7
Total Sources	\$6,760.1	\$6,942.1

* Net of amounts reverted

Expenses by Function FY 07



FY 07 Expenses (thousands)

	FY 06	FY 07
Information Technology	\$4,050.6	\$4,195.1
Capitol Print Shop	941.2	925.6
Administration & Contract Review	752.2	779.1
Fiscal Services	694.4	719.2
Human Resources	289.3	299.7
Total Expenses	\$6,727.7	\$6,918.7

Independent Audit

The Comptroller's Office does not issue separate financial statements; however, the sources of funds and expenses of the Comptroller's Office are included in the State's Comprehensive Annual Financial Report (CAFR). The State received a clean audit opinion on the financial statements for the year ended June 30, 2006. The FY 07 sources of funds and expenses are to be finalized and will be included in the FY 07 CAFR and audit report that are expected to be released on the State's website in December 2007.

Complete financial information is available at the State's website, www.tennessee.gov/finance/act/cafr.html

Future Challenges

Emerging Technologies

OMS is embarking on an exciting new way of conducting financial, human resources, and procurement transactions. Scheduled to roll out in phases beginning January 1, 2008, the State's Enterprise Resource Planning Project (Edison) will require business process changes as the State progresses from several antiquated systems to a fully integrated, web-based system. This new system will improve procurement, payroll, and budget processes and will offer many self-service opportunities for State employees. Edison will also allow State agencies to interact with vendors in an automated and seamless manner by enabling them to bid on contracts and requisitions online. OMS staff will be challenged to implement system interfaces to ensure that the required data from the current systems being replaced by Edison will still be available. Eventually, Edison will save the State time and money by reducing duplication of effort and providing centrally stored and retrievable data.

OMS is facing a multitude of emerging technologies beyond Edison and will be challenged to embrace these technologies in order to improve and provide services more efficiently and effectively. The move from manual and print environments to web-based and digital environments will create many opportunities and challenges for OMS.



Charles Harrison
Assistant to the Comptroller for
Management Services

Managing Change

One underlying aspect affecting OMS with the move to emerging technologies is managing the change while continuing day-to-day responsibilities. There will be a major learning curve and mind-set shift as the staff adapts to new policies, processes, and terminology. Employee and customer training will be a key element for operating within the new environments. In addition, OMS will need to continue to maintain and support interoffice systems for our customers. OMS will be responsible for meeting current statutory deadlines in the delivery of certain required services and for ensuring that our business partners and employees lose no functionality in the applications they depend on daily. Regardless of the level of difficulty, OMS faces each new hurdle with confidence and determination to provide our customers with the services they need.

Supporting New Statutory Initiatives

When legislation is passed in the State that affects the Comptroller's core business programs, OMS must be able to provide additional fiscal, human resources, and IT services in a timely manner to comply with new statutes. In FY 08, OMS will work with the Division of Property Assessments to develop IT systems which will support the new property tax freeze program.

For more information about Office of Management Services, Comptroller of the Treasury, visit our website at:

www.comptroller.state.tn.us/cpdivmng.htm

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